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Jackson Energy Authority

FCC Mail Room

August 28, 2014

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Federal Communications Commission
Attn: Secretary
445 12th Street, SW
Washington, DC 20554

Dear Sir or Madam:

The accompanying CPNI Certification and Attachment A are sent to you for filing and is in compliance with the requirements of 47 C.F.R. § 64.2009(e). An original and four (4) copies of the filing are enclosed. Questions concerning this filing may be directed to the undersigned at 731-422-7462 or taustin@jaxenergy.com.

Respectfully submitted,

Ted Austin
Vice President Customer Service & Community Relations
Jackson Energy Authority
731-422-7462
taustin@jaxenergy.com

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Annual 47 C.F.R. § 64.2009(e) CPNI Certification

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EB Docket 06-36

Annual 64.2009(e) CPNI Certification for Y.E. 2013

Date filed: August 28, 2014

Name of company covered by this certification: Jackson Energy Authority

Form 499 Filer ID: 825637

Name of signatory: Ted Austin

Title of signatory: CPNI Compliance Officer/Vice President of Customer Service & Community Relations

I, Ted Austin, certify that I am the CPNI Compliance Officer for Jackson Energy Authority, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. See 47 C.F.R. § 64.2001 *et seq.*

Attached to this certification is an accompanying checklist demonstrating how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules. See Attachment A.

The company has not taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission) against date brokers in the past year. Companies must report on any information that they have with respect to the processes pretexters are using to attempt to access CPNI, and what steps companies are taking to protect CPNI. If affirmative: N/A

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI (number of customer complaints a company has received related to unauthorized access to CPNI, or unauthorized disclosure of CPNI, broken down by category or complaint, *e.g.* instances of improper access by employees, instances of improper disclosure to individuals not authorized to receive the information, or instances of improper access to online information by individuals not authorized to view the information). If affirmative: N/A

Signed



CPNI Compliance Officer

CPNI Corporate Certification

Required Annually

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I, Ted Austin, Vice President of Customer Service & Community Relations; am a corporate officer of Jackson Energy Authority. Pursuant to 47 U.S. C 222; §47 C.F.R. §64.2009, I hereby state that I am responsible for company compliance with the FCC's CPNI rules and have personal knowledge that Jackson Energy Authority is in compliance with the Commission's CPNI rules. Jackson Energy Authority complies with Rule Section 64.2009(d) as demonstrated in our CPNI Policy Statement (attached). Our company utilizes an employee training program with a supervisory review process to ensure compliance with CPNI rules and regulations. Our company maintains records of compliance for the minimum period as required by FCC rules and regulations. Our company has a supervisory approval process in place for any proposed outbound marketing request for CPNI.

Signed *Ted R. Austin*

Dated 8/28/14

Filed with the FCC on 8/28/14

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CPNI Checklist

- ✓ Company has chosen to prohibit the uses of CPNI for marketing purposes between itself and its affiliates, if any.
- ✓ Employees have been trained on the FCC CPNI rules and Company's penalties for non-compliance and their signed acknowledgements have been obtained and filed.
- ✓ Employees who might need to access Customer Service Records (CSR) stored in the OSS of other carriers/service providers have been provided a copy of Company's CSR Policy, including penalties for non-compliance, and their signed acknowledgements have been obtained and filed. (CSR Policy must require written customer authorization prior to accessing CSR data as part of the new customer sales procedure).
- ✓ Company requires written approval for release of CPNI to third parties.
- ✓ Customer Notice and Authorization forms are readily available to Company employees/Compliance Officer for distribution to customers upon request.
- ✓ Company will require a password for any customer-initiated telephone contact where call detail information is being requested. If the password cannot be provided, the call detail information will be mailed to the address of record, or by calling the customer at the telephone number of record.
- ✓ Company has chosen to use authorized CPNI for marketing. The customer service representatives will acquire verbal authorization on every applicable incoming and outgoing customer call. All calls are recorded to ensure compliance and to support record retention requirements.
- ✓ Company has provided one-time notification to customers for use of CPNI.
- ✓ A Corporate Officer has been named as the Company CPNI Compliance Officer and will certify annually that Company is in compliance with all Federal CPNI rules and will make the required annual filing to the FCC.
- ✓ Safeguards are in place with all third parties having access to Company customer data or responsibility for creation for Company customer data. All applicable parties have attested to their compliance with FCC CPNI Rules and their attestations are on file.
- ✓ Safeguards are in place to obtain the explicit consent of a customer before disclosing a customer's CPNI to a joint venture partner or independent contractor for the purpose of marketing communications-related services to that customer.